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36192 7590 01/19/2010

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Linda C. Gould	(Depositor's name)
March 1, 2010	(Date)

APPLICATION NO.	FILED DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/735,D44	12/12/2003	Shirley Vigil	030475 (BLI-0170)	2490

TITLE OF INVENTION: A METHOD, SYSTEM AND STORAGE MEDIUM FOR UTILIZING TRAINING ROADMAPS IN A CALL CENTER

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1510	\$300	\$0	\$1810	04/19/2010
EXAMINER	ART UNIT	CLASS-SUBCLASS		03/02/2010 HDESTA2	00000072 10735044	
JARRETT, SCOTT L.	3624	703-007000	01 FC:1501		1510.00 OP	300.00 OP

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

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Date March 1, 2010

Typed or printed name

David A. Fox

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